

**641—201.7(135,75GA,ch158) Complaints.** Each ODS shall provide in its bylaws for a system to resolve and record complaints.

**201.7(1)** The complaint system shall provide for the resolution of the following kinds of complaints:

- a.* Complaints about the quality of health care services provided by the ODS.
- b.* Complaints about the availability of health care services.
- c.* Complaints relating to enrollee participation in the operation of the ODS.
- d.* Complaints relating to reimbursement.

**201.7(2)** An ODS shall submit to the department an annual report in a form prescribed by the department which shall include:

- a.* A description of the procedures of the complaint system.
- b.* The total number of complaints handled through the complaint system and a compilation of reasons underlying the complaints filed in accord with 201.7(1).
- c.* The number, amount and disposition of malpractice claims settled during the year by the ODS and any of its providers.